As of August 17, 2015 - If you would like to just make a payment you may use the QUICK PAY function located on the left, you will just need your account number.

To view your account balance(s) and use more advanced functions you must register. The City of Leesburg has enhanced our online payment processing website in an effort to protect your personal information. This update includes some new features and meets annual compliance with Payment Card Industry Data Standards. The Payment Card Industry Data Security Standard (PCI DSS) is a proprietary information security standard for organizations that handle branded credit cards from the major card schemes including Visa, MasterCard and Discover. Therefore, registration is required by all returning and first time online users. Thank you for your time and understanding.

RETURNING ONLINE USERS

When logging on to this site for the first time, you will need to re-register with us.

- 1. Users must have email.
- 2. Go to the Login (upper right hand corner).
- 3. You will need your account number and PIN information. If you have forgotten your Password/PIN information, please select the Contact Us located in upper right hand corner to have your password reset. Provide your account number and telephone number should we need to contact you. It may take up to (1) business day to reply back to your request. You will not be able to proceed to step 4, unless we have your reset your password. If you would like to may an immediate payment without registering, please click on the QUICK PAY function on the left.
- 4. Create a new PIN/password, a PIN/password reminder and enter your email address. The PIN/password number must have 1 uppercase letter 1 number and a minimum of 6 characters. Provide a security questions and answers.
- 5. You will receive an email from the registration process. Please open the email, and click on the link within that email to complete the registration process.
- 6. After you have clicked on the link to complete the registration process, a screen will appear that states your account has been enabled. Your registration process is now complete.
- 7. Click the Login (upper right hand corner) to access your account information, logon on using your email address and password and use for all future logons.
- 8. If you had previously stored your credit card information and wish to continue to pay using this method please be sure to verify your Wallet information with your credit card information. Go the Edit My Profile Payments tab, then to Maintain Wallet.

[Remember to save the new URL address to your favorites for referencing at a later date and delete the prior URL address if you had previously saved it in your favorites as it is no longer a valid address.]

FIRST TIME ONLINE USERS

First-time users must complete the following steps to view your account information. You must have an email account to register. For further assistance, call Leesburg Customer Service at (352) 728-9800.

- 1. Users must have email.
- 2. Go to Create New User tab (upper right hand corner).
- 3. Create a new PIN/password, a PIN/password reminder and enter your email address. The PIN/password number must have 1 uppercase letter 1 number and a minimum of 6 characters. Provide security questions and answers.
- 4. Next, click on Exit. You will receive an email from the registration process. Please open the email, and click on the link within that email to complete the registration process.
- 5. After you have clicked on the link to complete the registration process, a screen will appear that states your account has been enabled. Your registration process is now complete.
- 6. Then, Click the Logon (upper right hand corner). Use your email address and new password for all future logons.
- 7. Use the Select Account function (the left hand side menu) to add your account, then Edit Master, Add Account. Enter your account number. The account number must be entered exactly as shown on the utility bill with the dash and no spaces, such as 123456-678999. Add your most recent bill due date using the drop down calendar. Submit.